

Rainier View Court HOA  
PO BOZ 4982  
Spanaway, WA 98387

December 19, 2011

To Whom It May Concern:

My name is Caroline Tesch-Smith I am the President of Rainier View Court HOA a subdivision of 178 homes in Tacoma Washington. This is in regards to our relationship with ADAC. We hired ADAC the end of 2010 to help us with the problems of residents not paying on time or at all, hiring ADAC has been the best and smartest thing we have done we have had more residents pay on time then we ever did and for those who were late they paid late fees and added collection cost. We even had one homeowner pay 4 years of past HOA dues and fees after receiving a letter from ADAC. We have had ADAC put liens on a few of our lots along with the start of foreclosure on a couple homes. Our residents now know we are serious and I am looking to see how many lates we have this year.

ADAC has an Onxy system one of the best, I can check it whenever I want to leave notes, get up to date information, and you can even have the system email you whenever there are changes.

Our board has been very satisfied with ADAC, I recommend anyone to give them a try. They are a third party collection agency they deal with HOA's only and it is easier to let them deal with the residents who don't pay, it takes it out of our hands.

I suggest you do send out a notice to all your unit owners in advance letting them know the HOA will no longer deal with late HOA dues, you will be turning it over to a third party collection agency and hold firm. Once the due date has past you will have some lot owners trying to pay you and get away without paying the collection agencies fees, do not cash those checks send them back and let them know they have to deal with the third party. It works and takes all the responsibility off the board's back trying to collect we cannot be happier to have found ADAC.

If you have any questions you can email me or contact me.

Sincerely,

Caroline Tesch-Smith  
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